

State of Washington
Dept. of Social and Health Services
invites applications for the position of:
**Chief of Refugee and Immigrant
Assistance (2014-04544)**

careers.wa.gov
Working for Washington State

SALARY: \$70,000.00 - \$93,048.00 Annually

OPENING DATE: 05/07/14

CLOSING DATE: 06/07/14 11:59 PM

DESCRIPTION:



Our Vision:

Safe, healthy individuals, families and communities

Our Mission:

Transforming Lives

Our Values:

Honesty and Integrity ◇ Pursuit of Excellence ◇ Open Communication
Diversity and Inclusion ◇ Commitment to Service

The Department of Social and Health Services, Economic Services Administration, Community Services Division (CSD) is recruiting to fill one (1) Chief of Refugee and Immigrant Assistance position within the CSD Headquarters office located in Olympia, Washington.

ADMINISTRATION PROFILE:

The Economic Services Administration (ESA) represents more than 4,400 employees in three divisions working together with the single mission of improving the quality of life for individuals and families in need. With a total biennial budget in excess of \$2 billion, the Economic Services Administration

provides cash grants, food assistance, medical eligibility and work-focused services that help individuals and families meet their basic needs and achieve economic independence. ESA also ensures parents provide financial and medical support to their children through child support enforcement.

POSITION PROFILE:

The Office of Refugee and Immigrant Assistance (ORIA) is part of the Community Services Division (CSD), within the Economic Services Administration (ESA) of DSHS and is directly responsible for statewide administration of a broad array of federal and state funded services for refugees and immigrants. The goal of the program is to provide services that help refugees and immigrants successfully integrate into Washington communities and become self-sufficient as soon as possible after arrival. The ORIA Chief also serves as the State's Refugee Coordinator who is designated to coordinate public and private resources for refugee resettlement.

ORIA is responsible for administering and managing Refugee Assistance programs authorized by federal regulations at 45 CFR, Part 400. Programs include health screening, mental health screening and counseling, Unaccompanied Refugee Minor foster care, employment services, English language training, social services, educational services for refugee children, and services to elder refugees. In addition, ORIA administers other federal and/or state funded services available to both refugees and immigrants to include employment, English language training and naturalization services.

The position is responsible for ORIA program policies, operations, and staff management and reports directly to the Director of the Community Services Division. The position serves on the Division's Leadership Team and provides strategic direction to CSD as well as developing recommendations to DSHS and ESA executive leadership relative to refugee and immigrant issues. The position provides direction and leadership to 8 professional managers in ORIA responsible for planning, policy development, and performance monitoring of a broad array of programs serving refugees and immigrants in Washington State as well as providing direction and guidance to CSD staff regarding refugee and immigrant services.

The position also serves as the State Coordinator of Refugee Resettlement, which is required under federal regulations to ensure the coordination of public and private resources for refugee resettlement in Washington State.

The position works collaboratively with CSD HQ policy staff, other DSHS administrations, stakeholders in the community, and other state agencies to ensure that programs and services effectively interface with other programs and services available to low-income individuals and families, such as the

Temporary Assistance for Needy Families, the ABD program, Washington Basic Food, Supplemental Security Insurance (SSI), and Medicaid.

The position also provides public relations and public outreach to promote and enhance effective services to refugees and immigrants through presentations to community agencies and other stakeholders interested in refugee resettlement.

The ORIA Office Chief serves as the liaison between advocacy groups, the legal community, state and local service providers, DSHS, and other state agencies. The position also acts as the liaison between DSHS and federal partners in refugee resettlement, including the Office of Refugee Resettlement and the US Department of State.

DUTIES:

MAJOR RESPONSIBILITIES:

Program Operations:

- Provides leadership and direction to ORIA professional managers responsible for planning, policy development, and performance monitoring for a broad array of programs and services for refugees and immigrants, including:
 - Employment Services:
 - Job Search Assistance
 - English-as-a-second Language training
 - Job Skills Training
 - Employment Placement
 - Job Retention Services
 - Unaccompanied Refugee Minor Foster Care
 - Refugee Resettlement Assistance Services
 - Refugee Health Screening
 - Mental Health Services for Refugees
 - Naturalization Services
 - Educational Services to Refugee Minors
 - Services to Elder Refugees
- Oversees and directs the development and effective implementation of programs and policies that reflect the priorities of the state and federal government and sound practices of program and funding management.
- Directs the research of best practices and service delivery models for possible application in ORIA programs and services.
- Provides advice to the Division Director on changing federal regulations and national and international events that impact the refugee assistance program.
- Works collaboratively with partners inside and outside DSHS to ensure

ORIA services effectively interface with other programs and services for individuals and families in need, including TANF/WorkFirst, Basic Food, the ABD program, foster care, and SSI.

- Works to ensure the coordination of public and private resources for refugee resettlement activities, which includes working with voluntary refugee resettlement agencies (VOLAGS), community-based organizations, community groups, and individual stakeholders involved in refugee resettlement.
- Serves as the state liaison between refugee and immigrant advocacy community, state and local service providers, DSHS, and other state agencies. Also serves as the liaison between DSHS and federal partners, including the Office of Refugee Resettlement and the US Department of State.
- Represents the department on a variety of statewide and regional groups, including the Refugee Advisory Council and local refugee service providing committees.
- Provides public relations and outreach to promote and enhance effective services to refugees and immigrants.
- Represents the department on state and national committees and organizations that relate to refugee resettlement, including the national State Coordinators of Refugee Resettlement.

Contracting and Funding:

- Makes decisions regarding allocation and contracting of federal and state funds related to Refugee and Immigrant services.
- Directs and guides the sound fiscal and contract management through the provision of clear performance expectations and accountability for program staff and contractors.
- Identifies funding opportunities for state and community-based refugee and immigrant groups and organizations, and directs grant development activities.
- Approves allocation of program funding to contracted service providers, and reallocates funds when necessary to ensure the effective delivery of services to refugees and immigrants.

Leadership:

- Responsible for hiring, training and developing eight (8) Washington Management Services (WMS) program managers, 1 data compilers, and 1 administrative assistant for ORIA. Establish job expectations and provide daily supervision of ORIA staff.
- Ensure staff are evaluated in accordance with agency policies.
- Enhance the effectiveness of employees through timely appraisals and professional development opportunities.
- Create and manage a management structure that provides supervision,

training, coaching and quality monitoring in order to have a high performing organization.

- Participate as a member of the Division management team to plan, discuss and decide on many issues that impact the state's programs, policies and resource allocations.

QUALIFICATIONS:

DESIRABLE QUALIFICATIONS:

The ideal leader will have a Bachelor's degree in Social Work, Social Work Administration, Public Administration, Business Administration, or a related field, AND substantive experience in public policy development and human service planning and program management.

PERSONAL AND PROFESSIONAL ATTRIBUTES:

- Experience working with a political environment and history of working collaboratively with a broad spectrum of stakeholders, including state and local elected officials, other state agencies, local governments, tribal leaders, community-based organizations, and advocacy groups.
- Experience working with refugee and immigrant communities.
- Experience dealing with the media.
- Experience and familiarity with labor relations and collective bargaining environments.
- Experience managing large, complex budgets with multiple funding streams.
- Experience in planning and managing multiple and complex projects and initiatives in collaboration with communities, other agencies, tribes and tribal organizations.
- Experience in developing measureable goals and targets, and monitoring organizational performance and progress.
- Understanding of the issues facing poverty reduction programs; demonstrated ability to lead and manage with integrity, respect and professionalism.
- Skilled in planning, implementing and managing complex programs and policy initiatives.
- Communication skills and consensus building skills.
- Experience in planning, directing and supervising the operations of one or more organizational units in a human services agency.
- Work effectively with a wide range of citizen groups, elected officials, tribes, and tribal organizations, and community based organizations.
- Experience working with large, complex information systems.
- Ability to create a strong team by bringing diverse populations and views together to resolve problems, design programs, and meet the objectives of

the organization.

- Ability to develop and manage comprehensive quality assurance plans that assure public stewardship in the delivery of services and management of state and federal funds.
- Ability to represent the Division, Administration, and the Department in a professional manner. This includes the ability to clearly articulate and defend a view of position while being respectful and open to other points of view.
- Ability to use data, technology and research effectively and strategically to assess service needs, evaluate service/program effectiveness and client outcomes, and identify service delivery approaches and business strategies that will add value, improve performance and efficiency.
- Expert level of knowledge of state and federal laws and regulations governing public assistance programs.
- Understanding of human service systems at the state and local community level.
- Understanding of the systems and structure within DSHS, OFM, the Legislature, the State Auditor's Office, Attorney General's Office, and the Governor's Office.
- Knowledge of change management, compromise, evaluating alternatives and conflict resolution skills.
- Understanding of the Government-to-Government relationship between the state and federally recognized Tribes of Washington State, as affirmed by the Centennial Accord.
- Knowledge of the US refugee resettlement process and the roles of the US Department of State, the federal Office of Refugee Resettlement, and individual states in administering the Refugee Assistance Program.
- Knowledge of policy and procedures for administering statewide programs including the development of WAC, policy and procedural manuals, and field instruction.
- Knowledge of the historical perspective regarding program requirements and operational procedures, service delivery goals, and agency wide issues, procedures, and practices of State Office and field operation and administration, community organizers, agencies and constituent groups.

SUPPLEMENTAL INFORMATION:

Application Process

To be considered for this position, interested applicants must apply online and submit the following documents as attachments by 11:59 p.m., June 7, 2014:

- A letter of interest specifically identifying your interest and ability for this position

- A current resume
- Three professional references

The Washington State Department of Social and Health Services is an equal opportunity employer and does not discriminate on the basis of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons requiring accommodation in the application process or this job announcement in an alternative format may contact the recruiter at 360.725.5842. Applicants who are deaf or hard of hearing may call through the Washington Relay Service by dialing 7-1-1 or 1-800-833-6388.

If you have questions regarding this position, please contact Kjerstin Riedel at Kjerstin.Riedel@dshs.wa.gov or 360.725.4603.

If you have questions about completing the application packet, please contact Tori Yarbrough at yarbrtl@dshs.wa.gov or 360.725.5842.